

FIG. 1

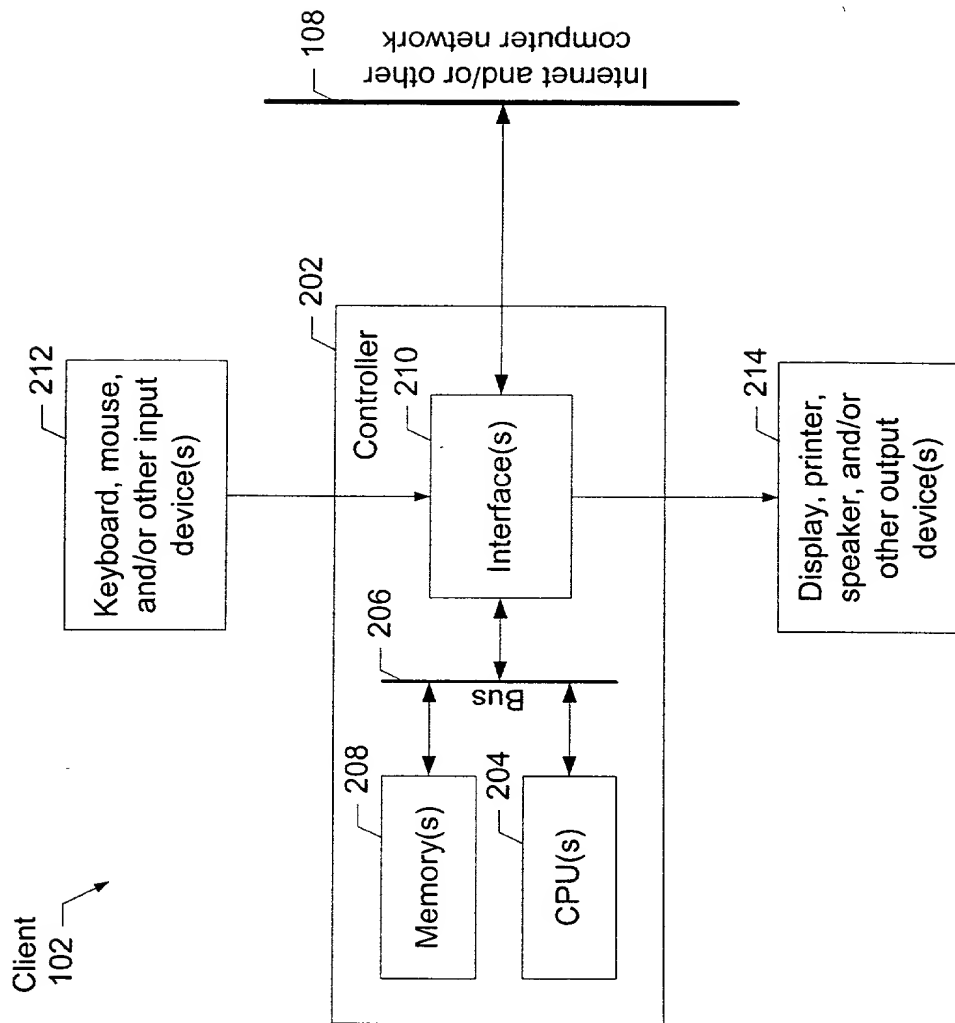


FIG. 2

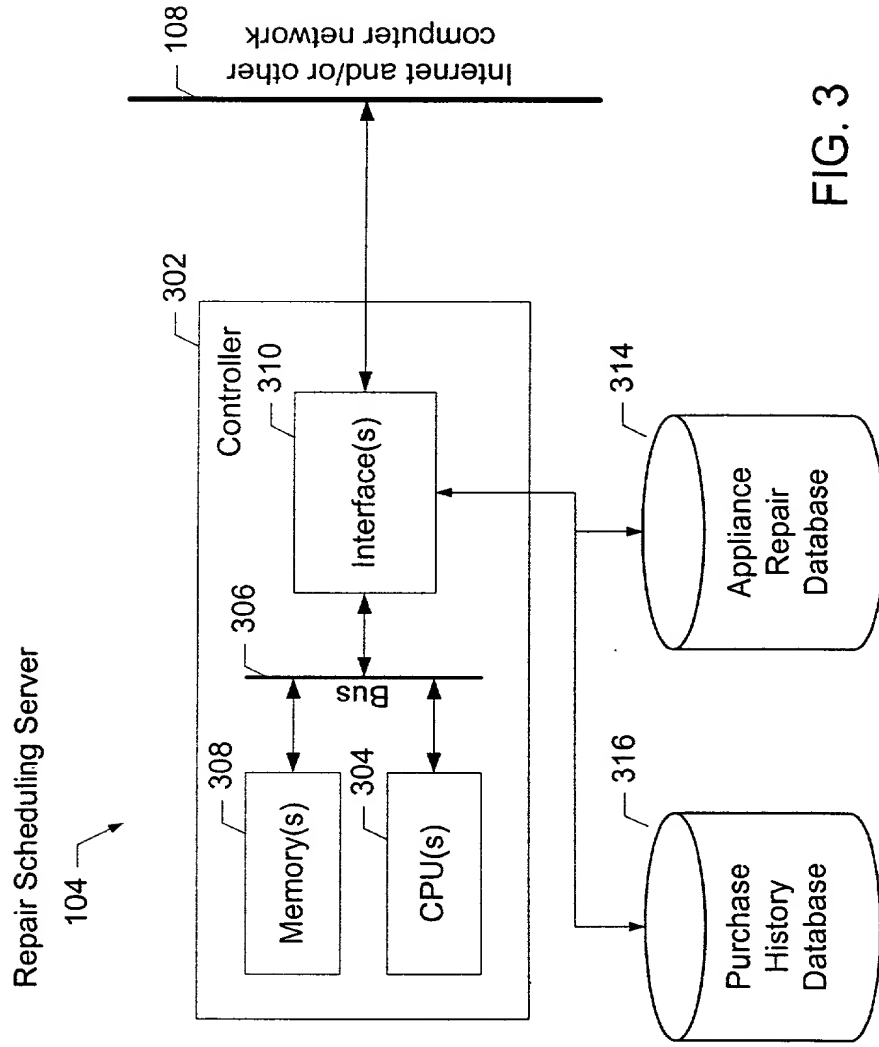


FIG. 3

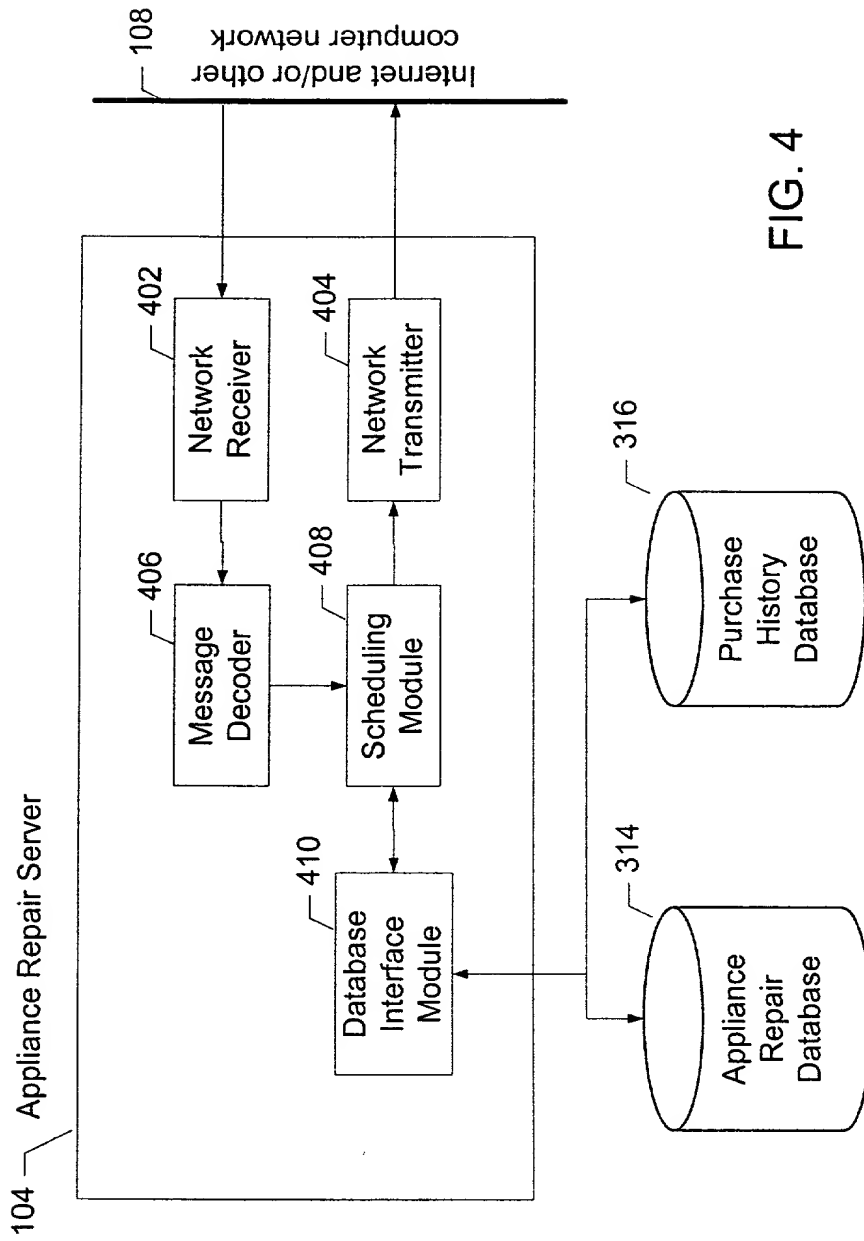


FIG. 4

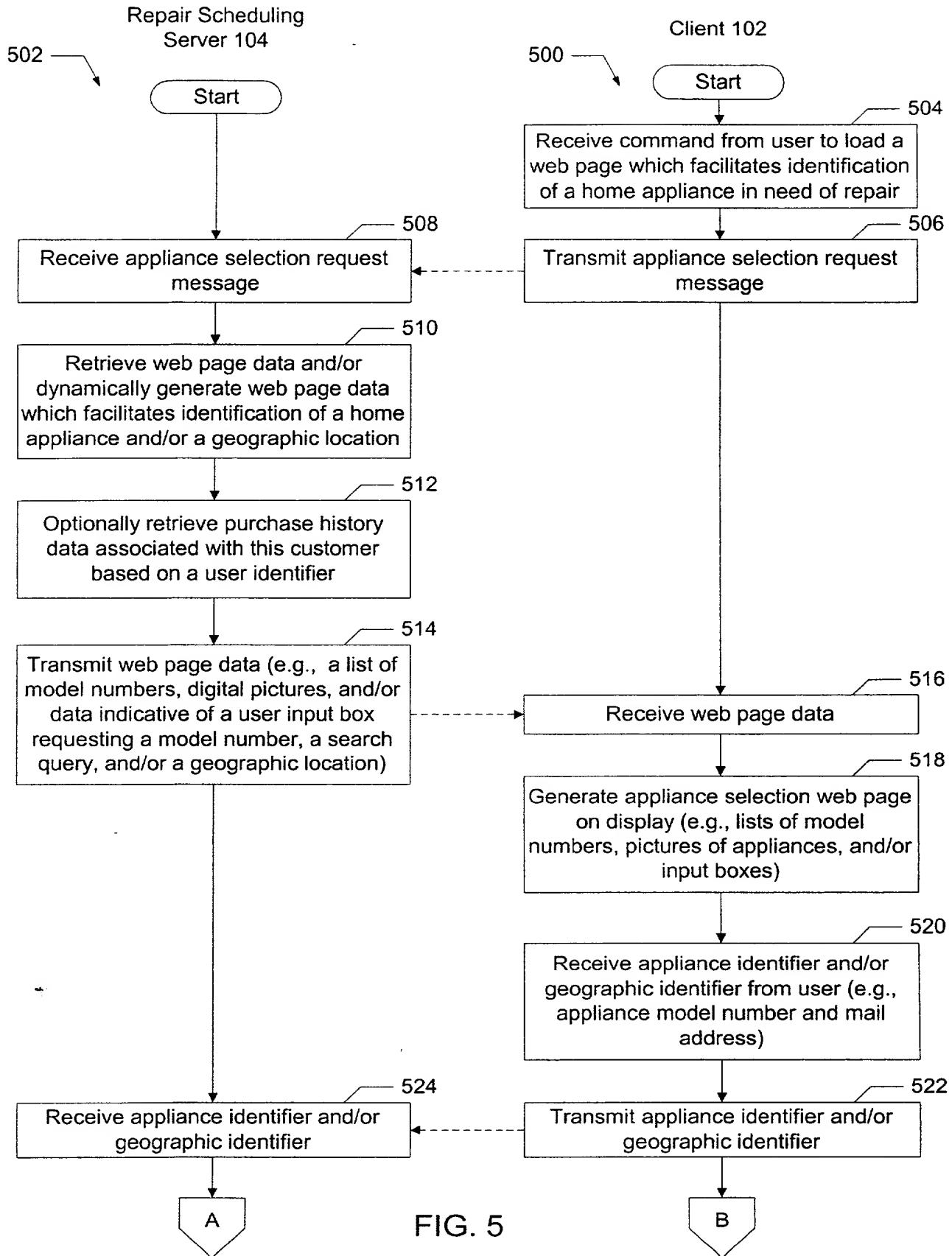


FIG. 5

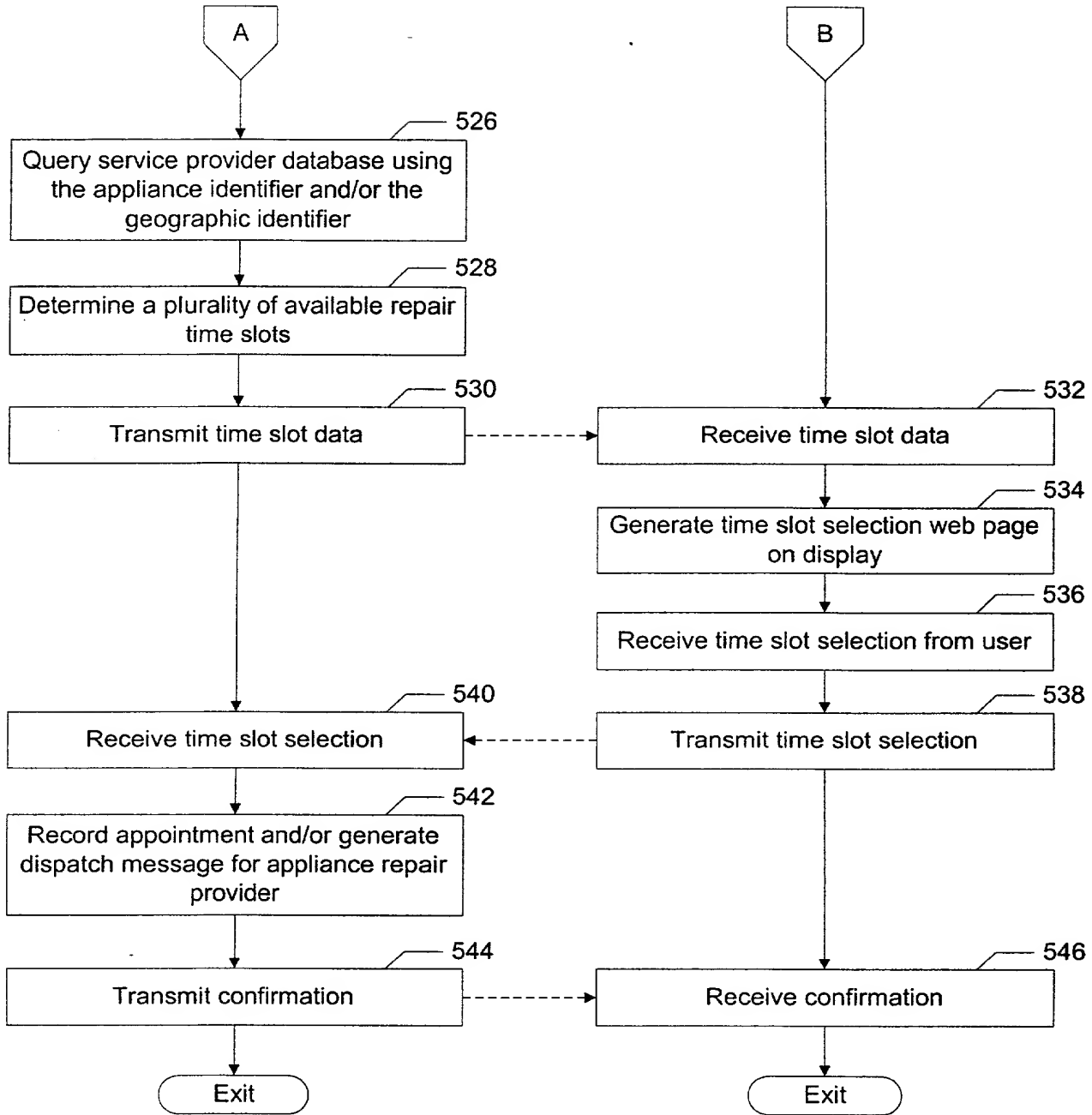


FIG. 6

sears.com

Order Online or Toll-Free
1-800-MY-SEARS

SHOP BY CATEGORIES:

- Appliances
- Baby/Mg
- Computers & Office
- Electronics
- Fitness
- Gift Cards
- Home Services
- Lawn & Garden
- Parts
- School Uniforms
- Tools
- Wishbook

APPLIANCES COMPUTERS LAWN & GARDEN BABY/MG
ELECTRONICS HOME SERVICES WISHBOOK TOOLS

MY ACCOUNT VIEW CART ORDER STATUS CUSTOMER SERVICE

Address ZIP Home services%2fse_hs_mainpage.jsp&vertical=SEARS&hsvs=HS


File Edit View Favorites Tools Help

Part's

Search by Keyword or Item #

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for a houseful
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- ALFRED HENRIE
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- BRIGHT SAFETY
- CORLENS OF SEARS
- DUNLOP STONE
- ELLE INCL.

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FIG. 7

To Schedule Repair Service
or Preventive Maintenance

For Home Appliances Heating & Air Conditioning Systems
and Riding Lawn Mowers



1-800-4-MY-HOME®

Follow these steps to schedule your appointment.

Step 1: Please enter information about the item you want serviced.

Step 2: Review information and select a date for service.

Step 3: Enter your name, address and directions to your home.

That's It!! You will receive a call before 9:00 AM on the day you scheduled to confirm an approximate time that our service technician will arrive.

If you need to cancel, re-schedule, or check status on service you have already placed, [click here](#).

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item:

▼


 Select Merchandise ItemBrand:

Purchased at Sears? ☐ Yes ☐ No

Model Number: _____

For assistance, use our model number finder.

Is item

Having trouble? Please See Our Help Page, or click the  icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item: **Select Merchandise Item**

Brand:

Select Brand

Purchased ☐

Is item

Sears

Zip code: _____

PartsDirect
1-800-366-PART

Questions or Comments, please contact our [Webmaster](#).

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Sears: Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item:	Select Merchandise Item
Brand:	Select Merchandise Item
Purchased at Sears?	Air Conditioner, Central Air Conditioner, Window/Room Boiler - Gas Boiler - Oil Cooler, Evaporative or Swamp Dehumidifier Dishwasher Dryer, Electric Dryer, Gas Freezer
Model Number:	
Is item under a Sears Warranty or Maintenance Agreement?	
What seems to be the problem with your item?	
Zip Code:	

Please indicate if you would like to schedule a Preventive Maintenance Check.

GO BACK CLEAR FORM NEXT STEP

PartsDirect
1-800-366-PART

Questions or Comments, please contact our Webmaster.

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FIG. 10

10/06/00 14:32:00

Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item: Dishwasher

Brand: **Select Brand**

Purchased at Sears? **Select Brand**

Model Number: **Addison**

Is item under a Sears Warranty or Maintenance Agreement? **Admiral**

What seems to be the problem with your item? **Amana**

Zip Code: **Amer Furnace**

GO BACK CLEAR FORM NEXT STEP

Questions or Comments, please contact our Webmaster.

PartsDirect
1-800-366-PART

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Internet

FIG. 11

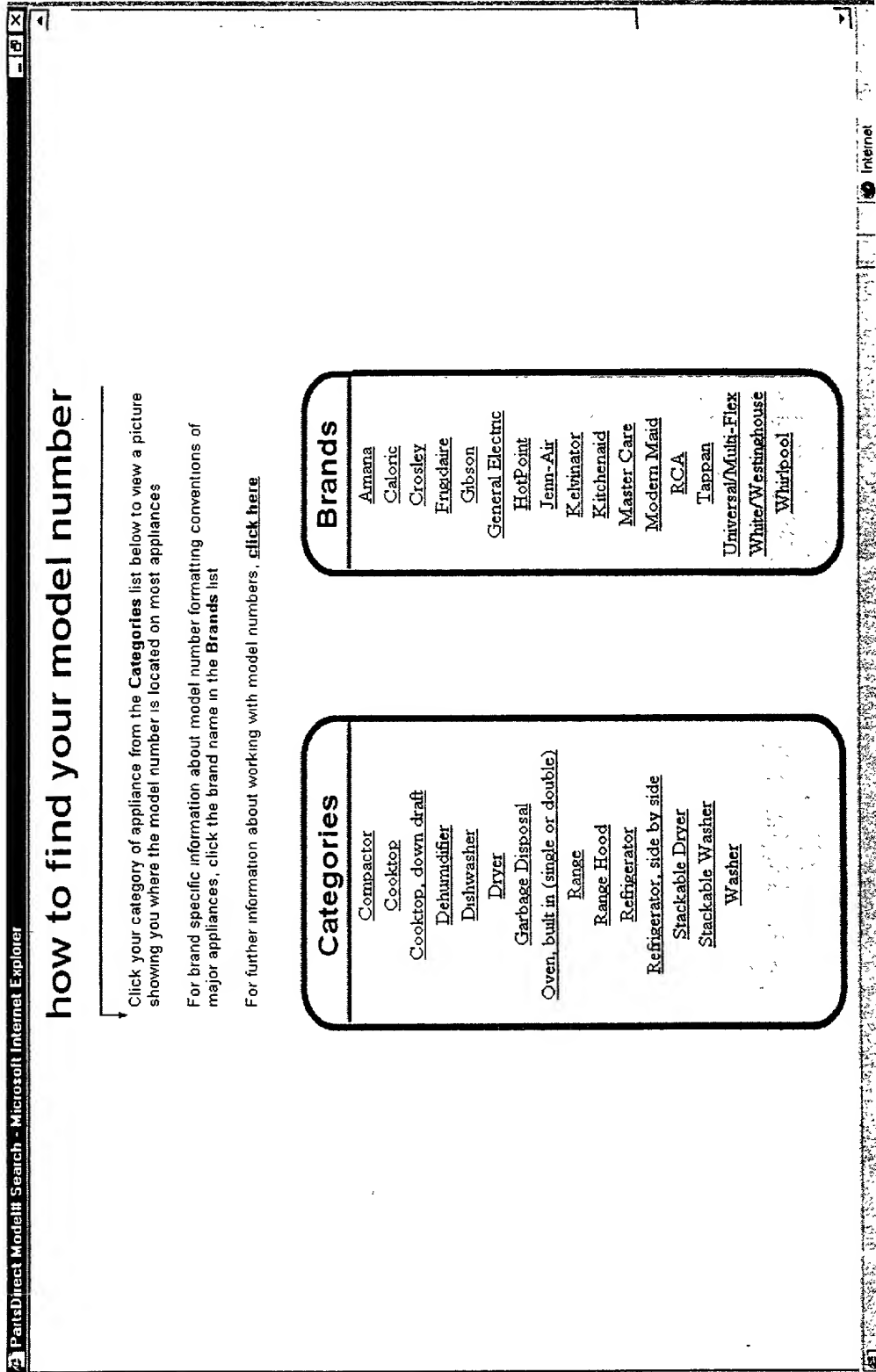
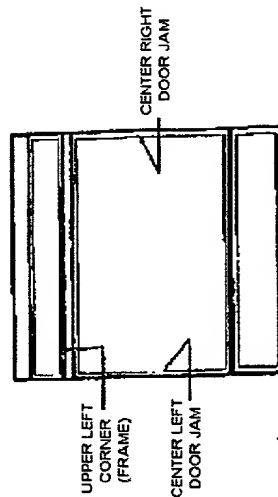


FIG. 12

how to find your model number

Check these locations on your appliance to find your model number. If you are unable to find your model number call 1-800-366-PART (1-800-366-7278) between the hours of 6:00am to 11:00pm, Central Time, 7 days per week, to speak to a Sears parts professional.

dishwasher



[GO BACK](#)

FIG. 13

PartsDirect Model# Search - Microsoft Internet Explorer

Amana

Most model numbers should reflect the following numbering scheme.

Product	May proceed or follow "A"	Example Model Numbers	Further Conventions
Cooktop	K	AK2H30/P113546N	
Dehumidifier	DK	DK30	
Dishwasher	DC DU SC SU	DWA22AB/P1318601W ADU7000DWW/P1307508UD	
Dryer	LE LG LS	LE71001LB/PLEU101LB	An 'E' in one of the first three positions indicates the dryer is electric, a 'G' that it is gas-driven.
Freezer	ESU C	ESU12JW/P1179615W	
Microwave	C F M R	M84T	
Range	R G	AGS730L/P1141258NL	
Refrigerator	T B S	TX18MP7858516W	

Done Internet

FIG. 14

Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP ONE PLEASE TELL US ABOUT YOUR PRODUCT

Items in bold must be filled in.

Item: Dishwasher

Brand: Amana

Purchased at Sears? Yes

Model Number: DWA22AB/P1318601W
For assistance, use our model number finder.

Is item under a Sears Warranty or Maintenance Agreement? No Coverage

What seems to be the problem with your item? Leaking from the bottom
Please indicate if you would like to schedule a preventive Maintenance Check.

Zip Code: 60067

GO BACK CLEAR FORM NEXT STEP

PartsDirect
1-800-366-PART

Questions or Comments, please contact our Webmaster.

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Internet

FIG. 15

SEARS
HomeCentral

1-800-4-MY-HOME®

Sears: Appliance Repair Request - Microsoft Internet Explorer

Item to be repaired: Amana Dishwasher
Zip Code: 60067

For Repair Service: Our technician will review the repair costs with you before any work is done. If you decide not to have the unit repaired the charge will be \$60.00.

For Preventive Maintenance Checks: Should your appliance require any additional service, other than the Preventive Maintenance Check, our technician will review the additional repair cost with you before any work is done. If you decline to have the additional service completed, you will only be charged for the Preventive Maintenance.

You will receive a call before 9:00 AM on the day you schedule below to confirm an approximate time that our service technician will arrive.

Having trouble? [Please visit Our Help Page](#), or click the icons for specific field help

STEP TWO PLEASE TELL US ABOUT YOUR DESIRED DATE

Items in bold must be filled in.

Date	
Monday, January 29, 2001	<input type="checkbox"/>
Tuesday, January 30, 2001	<input type="checkbox"/>
Wednesday, January 31, 2001	<input type="checkbox"/>
Thursday, February 1, 2001	<input type="checkbox"/>
Friday, February 2, 2001	<input type="checkbox"/>
Saturday, February 3, 2001	<input type="checkbox"/>
Monday, February 5, 2001	<input type="checkbox"/>

Done

Internet

FIG. 16

Sears: Appliance Repair Request - Microsoft Internet Explorer

Having trouble? Please See Our Help Page, or click the icons for specific field help

STEP THREE PLEASE TELL US ABOUT YOURSELF

Items in bold must be filled in.

First Name:

Middle Initial:

Last Name:

Address:

Apartment Number:

City:

State:

Zip Code: 60067

Home Phone Number:

Alternate Phone Number:

Major Cross Streets / Special Driving Instructions:

E-mail Address:

GO BACK CLEAR FORM NEXT STEP

Done Internet

FIG. 17

SEARS
HomeCentral

1-800-4-MY-HOME[®]

This online service is available to all United States residents. As of this time, we cannot accept requests for services outside of the United States.

To schedule repair service, there are three easy steps that must be performed.

Step 1: Enter information about the item you want serviced.

Step 2: Review information and select a date for service.

Step 3: Enter your name, address and directions to your home.

You will then be presented a confirmation that service has been scheduled and, if you elect, you will receive an E-mail confirming your request.

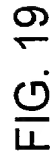
[View Service Order Status](#)

Cancel Service Order

Re-schedule Service Order

GO BACK

(For each step, certain information must be supplied for us to set up your service call. These are marked "mandatory." There are also some information, marked "optional." This information will allow our service technicians to provide better and faster service as they repair your product.)

 Internet

Sears: Appliance Repair Request - Microsoft Internet Explorer

What seems to be the problem with your product? (Mandatory)
 - This information is used to give the technician a quick explanation as to what is wrong with the appliance. Some examples may be:
 Leaking from the bottom.
 Doesn't get cold enough.
 Gasket around left door is torn.

Zip Code (Mandatory) - This information is used to properly route your service request. Enter your five digit zip code where the appliance is located.

Once you have filled out the mandatory fields you may click one of the two buttons at the bottom to proceed.

Next Step - Allows us to retrieve minimum charges and available dates information for you.

Clear Form - Clears all entries back to default values.

GO BACK

Step 2: Review Charges and Dates Information
 During step two (Page two) you will be presented the minimum charges and available dates that we may provide service on.

Once you review the minimum charge information, select the date that is most convenient for you so that we may continue processing your request.

Please Select a Date (Mandatory) - This box contains up to the next seven available dates which are dependent on technician availability. For Emergency service, please call 1-800-4MY-HOME (1-800-449-4663). If you desire service on a date after the last day presented, please call 1-800-4MY-HOME (1-800-469-4663) or visit our site approximately one week in advance of the day you desire.

Preferred Service Time (Optional) - To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

Internet

FIG. 20

Sears: Appliance Repair Request - Microsoft Internet Explorer

Preferred Service Time (Optional) - To accommodate your busy schedule, Sears technicians make every effort to be flexible in the time that they can service your appliance. To select a preferred block of time, click one of the time preference checkboxes.

- ☐ Any Time - Any time within 7:00 AM to 7:00 PM.
- ☐ Morning - From 7:00 AM until 1:00 PM.
- ☐ Afternoon - From 1:00 PM until 7:00 PM.

The repair specialist will call you prior to 9 AM, on the day you have selected, to schedule a more exact time.

After you have made your selections, please click one of the two buttons below to continue

Next Step - Will continue to a customer information page.

Decline Service - If for any reason you choose not to schedule service, this button will end your request. No customer specific information pertaining to the fields entered will be maintained.

[GO BACK](#)

Step 3: Enter Customer Information
The final step allows you to enter your name, address and directions so we may process your request. This page contains:

First Name (Mandatory) - Enter your first name in this field. If your name is longer than 11 characters, please enter the first 11 characters.

Middle Initial (Optional) - This field may contain a one character middle initial.

Last Name (Mandatory) - Enter your last name in this field. If your name is longer than 18 characters, please enter the first 18 characters.

Street Address (Mandatory) - This field is the address where the appliance to be repaired is located. Generally the format is:

1724 AMSTERDAM AVENUE

Internet

FIG. 21

Sears: Appliance Repair Request - Microsoft Internet Explorer

Street Address (Mandatory) - This field is the address where the appliance to be repaired is located. Generally the format is:

- o 1234 Anywhere Avenue
- o We cannot accept requests for PO boxes.

Apartment Number - If you live in an apartment please enter the apartment number, otherwise, leave blank.

City (Mandatory) - Enter the city which corresponds to the zip code entered in step one.

State (Mandatory) - Select from the drop down list the state that corresponds to the zip code entered in step one.

Zip Code - This label is the information you entered in step 1.

Phone Number (Mandatory) - This 10 digit field is your primary phone. We reference all future correspondence through this number.

- o The format is: (123) 456-7890
- o We cannot electronically accept extensions.

Alternate Phone Number - If you have an alternate phone number where you can be contacted, please enter this optional 10 digit phone number.

- o The format is: (123) 456-7890
- o We cannot electronically accept extensions.

Cross Streets - This provides our technicians with driving directions. If you live on a Rural Route, this mandatory field must be entered with the closest cross street. If you do not live on a rural route this field is optional.

E-mail Address - If you would like an E-mail sent to you confirming your request was made, enter your E-mail address. This information is used for confirmation purposes only and is not maintained beyond your visit to our site. We can only accept E-mails that have a generally accepted format of someone@somewhere.com.

After you have made your selections, please click one of the two buttons below to continue.

Next Step - Will continue to present a recap screen.

Internet

FIG. 22

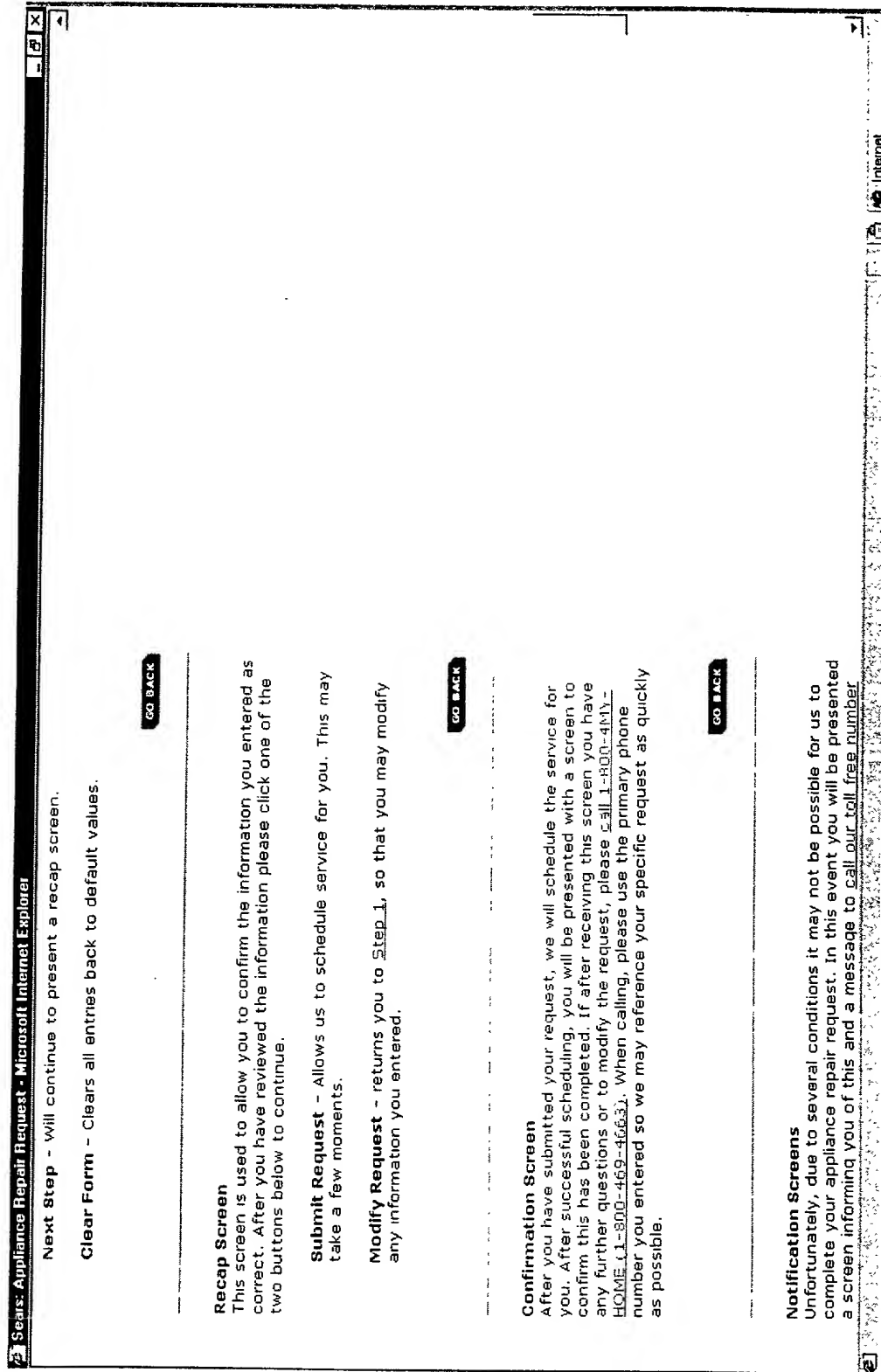


FIG. 23

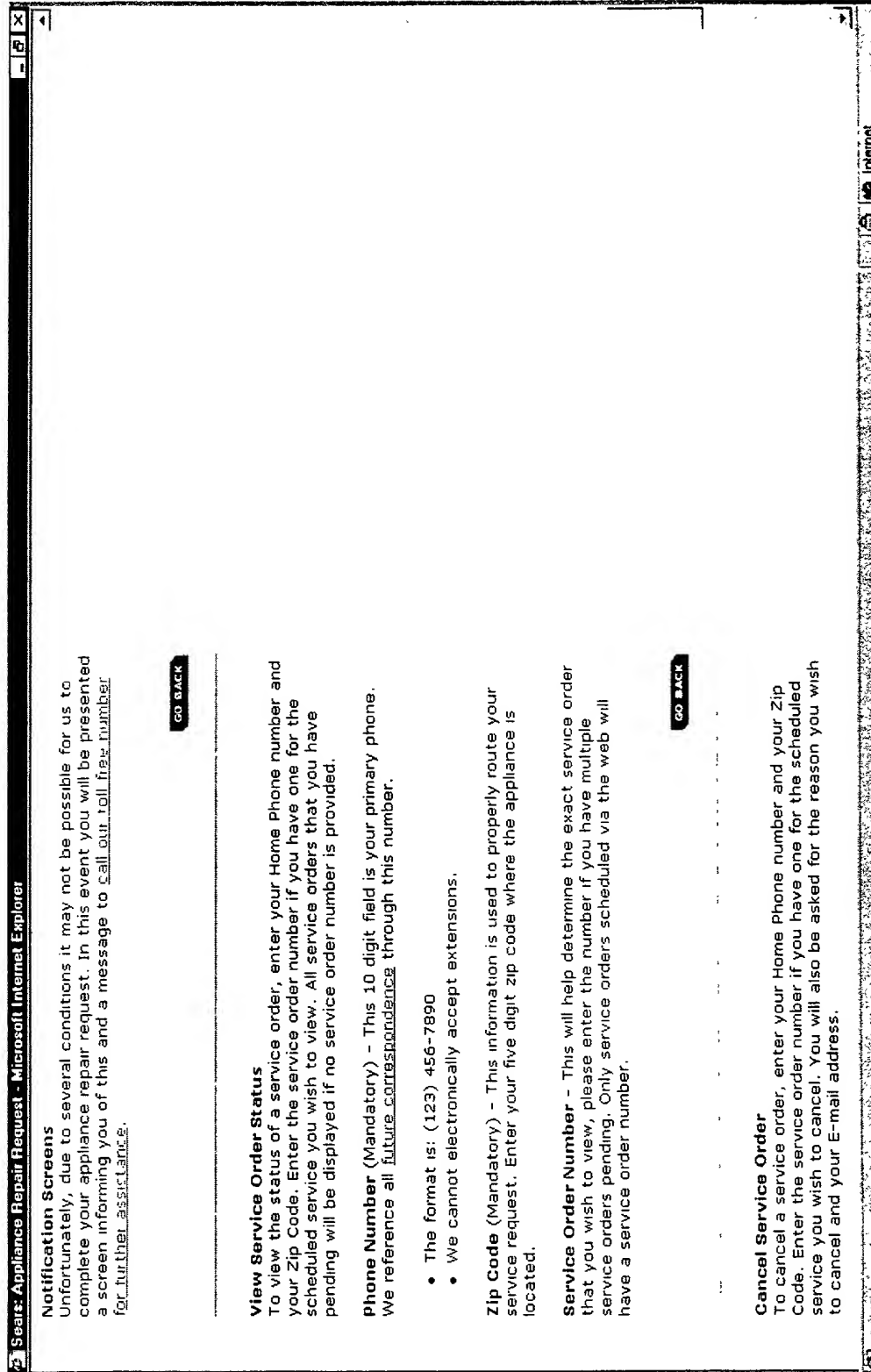


FIG. 24

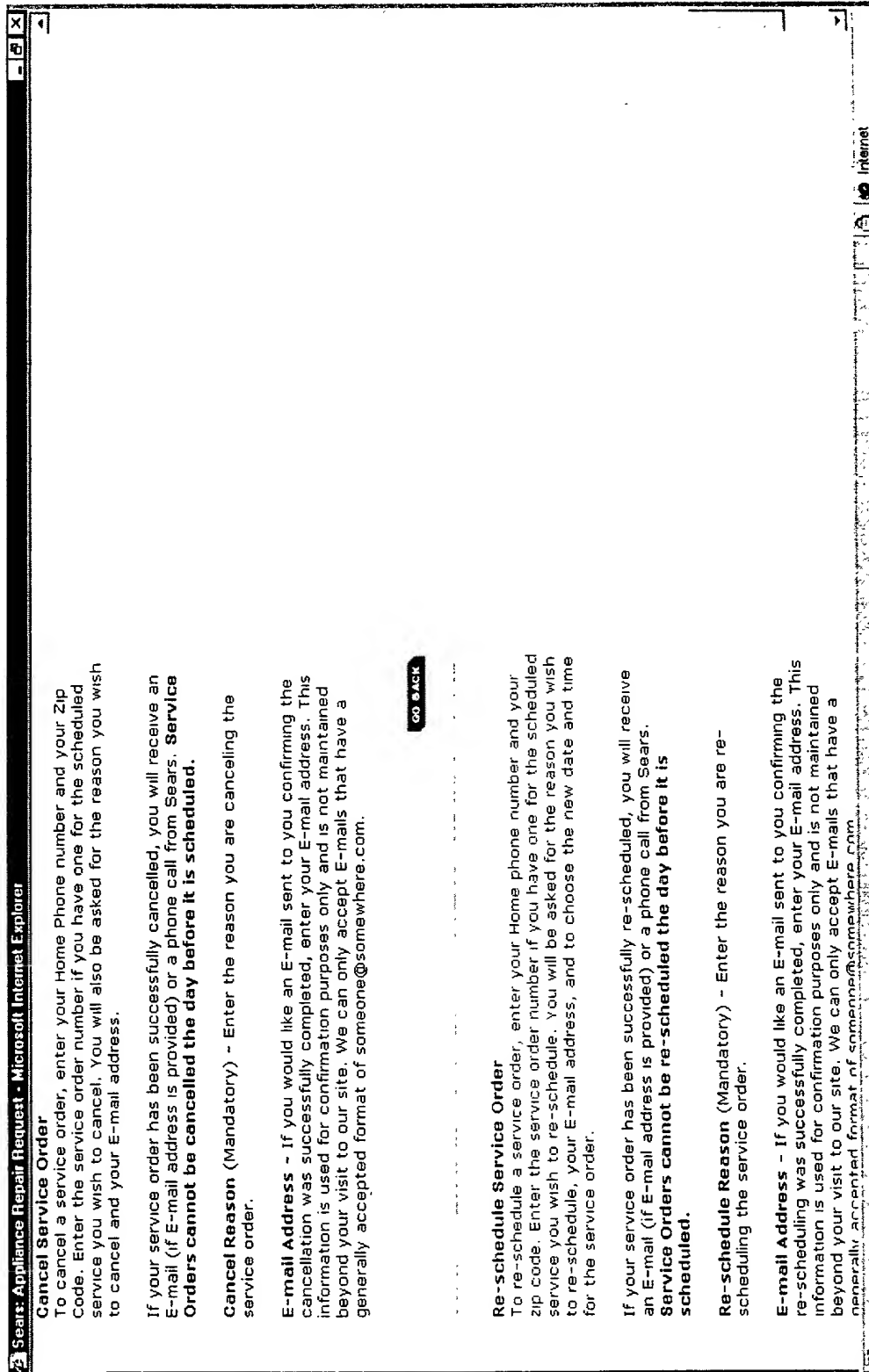


FIG. 25

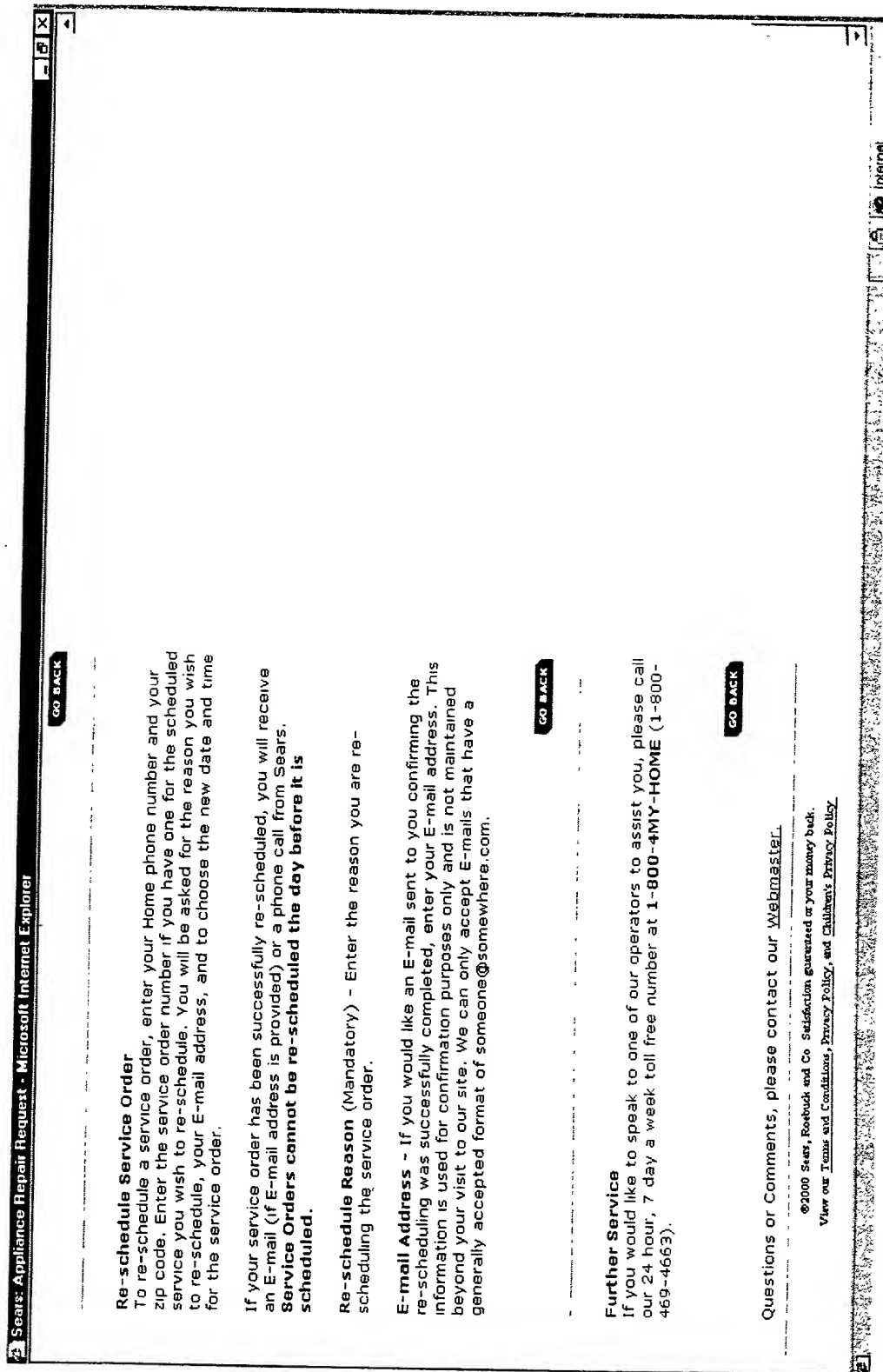


FIG. 26